

## Customer Service FAQ's

### **What all does my bill from the City of Westfield include?**

- *Bills from the City of Westfield include both the trash service and the stormwater fee.*

### **How often do I receive a bill from City of Westfield?**

- *The City of Westfield bills for trash service and the stormwater fee quarterly and in advance of the upcoming quarter. The quarters are January 1 – March 31, April 1 – June 30, July 1 – September 30, and October 1 – December 31.*

### **What is the stormwater fee and why do I have to pay it?**

- *The stormwater fee is a fee all property owners in the City of Westfield pay in order to maintain the infrastructure of drainage systems around the city and to ensure our community is complying with the Federal Clean Water Act.*

### **What options do I have for paying my trash service and stormwater bill?**

- *Mailing payment to PO Box 863 Indianapolis, IN 46206.*
- *Dropping off payment at City Services at 2728 E. 171<sup>st</sup> St. Westfield, IN 46074.*
- *Enrolling in ACH to have payments automatically deducted from a checking account on the due date.*
- *Paying online or over the phone with a Visa or MasterCard (\$2 fee applied).*

### **How do I dispose of heavier bulk items not accepted in normal pickup or items that do not fit inside the containers?**

- *In order to dispose of heavier bulk items, customers will need to call Ray's directly at 317.539.2024 and ask to schedule a bulk pickup.*
- *The City of Westfield also hosts two bulk trash days throughout the year, one on the second Saturday in May and one on the second Saturday in October. Bulk items can be dropped off at City Services on these designated days from 8 AM to noon. Some fees may apply and proof of Westfield residency is required.*

### **Why was I redirected to City of Westfield after calling Ray's regarding my trash service?**

- *Ray's Trash Service is the contracted trash service provider for the City of Westfield, but all accounts are handled at City Services. Therefore, anytime a resident of Westfield calls Ray's in reference to billing or service, the resident will be directed to customer service representatives at City Services.*

### **How do I dispose of yard waste?**

- *Ray's offers a Fall Leaf and Brush Collection Program October 30<sup>th</sup> through November 27<sup>th</sup> and material collected is locally composted. Customers can enroll by calling*

800.531.6752 or find out more information by visiting Ray's website at [www.raystrash.com](http://www.raystrash.com).

- *The City of Westfield also hosts two bulk trash days throughout the year, one on the second Saturday in May and one on the second Saturday in October. Customers are encouraged to bring yard waste to these events at City Services on E. 171<sup>st</sup> Street.*

#### **How do I dispose of my Christmas tree?**

- *Ray's will pick up one Christmas tree per household at no additional charge to the customer. This service is available starting December 26<sup>th</sup> and ending the Friday closest to January 15<sup>th</sup> of each year. Trees must be cut down into four sections in order to be accepted.*

#### **How do I dispose of hazardous items (paint, batteries, household cleaners, etc.) not accepted in regular pickup?**

- *In order to dispose of hazardous items, customers will need to take items to the Hamilton County Household Hazardous Waste Center at 1717 Pleasant St. (Suite 200) in Noblesville. Both accepted and unaccepted materials are specified on the HHW website or customers can call 317.776.4005 with other inquiries.*

#### **Who do I call to ask questions about my water utility?**

- *Citizens of Westfield is the water and sewage utility provider in the City of Westfield. Any questions regarding water or payments can be made by calling 317.924.3311.*

#### **How do I submit a service request or report a hazard?**

- *Residents can submit service requests or report hazards by going to the City of Westfield's website at [www.westfield.in.gov](http://www.westfield.in.gov) and clicking on the "Report It!" tab found on the homepage.*